

**Avoid disruption of electronic claims submissions:** New security policies implemented by the South Carolina Department of Health and Human Services (SCDHHS) requires all Electronic Data Interchange (EDI) Submitters, EDI Vendors, Clearinghouses, Billing Agents and South Carolina Medicaid Web-based Claims Submission Tool (Web Tool) users to change their password every 60 days. Any passwords that have not been changed will expire March 1, 2014. Please log onto <https://portal.scmedicaid.com> to change your password before that date.

**Instructions For EDI Submitters, EDI Vendors, Clearinghouses and Billing Agents:**

1. Access this link: <https://portal.scmedicaid.com>
2. Click on "Login" in the upper right corner of the page and enter:
  - Submitter ID and password.
3. You will see the SC Medicaid Portal Home page. Click on "Change PWD" in the upper left corner of the screen.
4. Use the Password Rule displayed on the screen and enter your password in both boxes.
  - Please note that it must be exactly eight (8) characters.
5. Click "Submit."
6. If your password change is successful you will return to the home page.
7. If your password change is unsuccessful you will be prompted to re-enter your new password.
  - The error message will not indicate which error you made, but will simply restate the entire password rule.
8. Repeat the steps until you have changed your password for each of the systems that are applicable to you.

**Instructions For South Carolina Web-based Claims Submission Tool Users:**

1. Access this link: <https://portal.scmedicaid.com>
2. Click on "Login" in the upper right corner of the page and enter:
  - WebTool user name and password
3. You will see the SC Medicaid Portal Home page. Click on "Change PWD" in the upper left corner of the screen.
4. Use the Password Rule displayed on the screen and enter your password in both boxes.
  - Please note that it must be exactly eight (8) characters.
5. Click "Submit."
6. If your password change is successful you will return to the home page.
7. If your password change is unsuccessful you will be prompted to re-enter your new password.
  - The error message will not indicate which error you made, but will simply restate the entire password rule.
8. Repeat the steps until you have changed your passwords for each of the systems that are applicable to you.

You must change your password at least every 60 days. If your account is disabled or if you have questions about these instructions, you may contact the EDI Support Center at (888) 289-0709, Option 1 from 7:30 a.m.-5 p.m. You may also fax a request for assistance on your letterhead to (803) 870-9004. Please include a return phone number or email address.